

# *Adult Survey*

## *Superior Region Summary Report for the May 2005 Data Collection Period*

### **ADULT PERFORMANCE OUTCOMES**



**Broad-Based Evaluation  
Consumer Perception Survey**

**DECEMBER 2005**

Prepared by:  
Performance Outcomes and Quality  
Improvement Unit  
California Department of Mental Health (DMH)  
Systems of Care  
1600 9<sup>th</sup> Street  
Sacramento CA 95814

### Purpose of this report

*The purpose of this report is to provide performance outcomes data on consumer satisfaction (using items from the 28-item Mental Health Statistics Improvement Program Consumer Perception Survey (MHSIP)) and quality of life (QOL), as measured by the California State Department of Mental Health's Adult Survey. This report is a REGIONAL summary of the Adult Survey (see Attachment A) data that were collected during the May 2-13, 2005 survey period. To assist with the interpretation of this summary report, brief narratives are provided before each table is presented. County tables can be downloaded from each county's Information Technology Web Services (ITWS) folder, accessible to authorized ITWS users at <https://mhhitws.cahwnet.gov/>.*

## Consumer Demographic & Descriptive Items

### Summary Report

The following tables reflect aggregated REGIONAL data and highlight the Adult Survey demographic items, as well as several additional descriptive items, that were reported by consumers who received services during the May 2-13, 2005 survey period. Results of these Adult Survey consumer-completed items are highlighted in yellow, and exclude surveys that had no responses for either the MHSIP portion of the Adult Survey, the QOL portion, or both. **Out of 2,200 Superior Region Adult Surveys submitted, a total of 1,693 were considered "completed," as they had at least one response to MHSIP or QOL sections.**

### TOTAL NUMBER OF SURVEYS SUBMITTED (SUPERIOR REGION)

A total of 2,200 Adult Surveys were submitted for the Superior Region.

#### Superior Region

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Superior Region	2200	100.0	100.0	100.0

### GENDER

For those who responded to the question – “What is your gender? – 60.7% identified themselves as Female, 39.0% as Male and 0.3% as Other. Additionally, 9.5% of the consumers did not respond to this item.

#### What is your gender?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Female	930	54.9	60.7	60.7
	Male	598	35.3	39.0	99.7
	Other	4	.2	.3	100.0
	Total	1532	90.5	100.0	
No Response		161	9.5		
Total		1693	100.0		

## AGE CATEGORY\*

For those who responded to the question – “What is your date of birth?” – 0.7% were under age 18, 9.9% were 18-25, 18.3% were 26-35, 30.6% were 36-45, 36.7% were 46-59 and 3.8% were age 60 or older. Additionally, 17.8% of the consumers did not respond to this item.

**Age Category**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under 18	10	.6	.7	.7
	18-25	138	8.2	9.9	10.6
	26-35	255	15.1	18.3	29.0
	36-45	425	25.1	30.6	59.5
	46-59	510	30.1	36.7	96.2
	60+	53	3.1	3.8	100.0
	Total	1391	82.2	100.0	
No Response		302	17.8		
Total		1693	100.0		

## SERVICE LENGTH

For those who responded to the question – “How long have you received services here?” – 2.1% reported that it was their first visit; 4.7% reported that they had had more than one visit, but that they had received services for less than one month; 7.4% reported having received services for 1-2 months; 9.5% reported having received services for 3-5 months; 14.4% reported receiving services for 6 months to 1 year and 61.8% reported receiving services for more than one year. Additionally, 27.6% of the consumers did not respond to this item.

**How long have you received services here?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	This is my first visit here	26	1.5	2.1	2.1
	> 1 visit, but < one month	58	3.4	4.7	6.9
	1 to 2 months	91	5.4	7.4	14.3
	3 to 5 months	116	6.9	9.5	23.8
	6 months to 1 year	177	10.5	14.4	38.2
	More than 1 year	757	44.7	61.8	100.0
	Total	1225	72.4	100.0	
No Response		468	27.6		
Total		1693	100.0		

\* Although Adults are defined as being 18 - 59 years of age, this table reflects that DMH received “adult” surveys from consumers younger than 18 and older than 60 years of age. Consumers may have, inadvertently, been given the wrong survey form to complete, or may have unintentionally filled out the item with an invalid date of birth. Also, for a number of surveys received “date of birth” was not completed.

## MEXICAN / HISPANIC / LATINO ORIGIN

On the Adult Survey, 8.1% of the consumers identified themselves as being “of Mexican / Hispanic / Latino Origin.”

### Are you of Mexican / Hispanic / Latino origin?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1280	75.6	75.6	75.6
	Yes	137	8.1	8.1	83.7
	Unknown	276	16.3	16.3	100.0
	Total	1693	100.0	100.0	

## RACE

Consumers were permitted to identify as many race categories as they felt were applicable; therefore, each race category is reported individually and, due to potential overlap, the numbers will not collectively add up to 100%. Each race category was presented as a “yes/no” option: “yes” if the consumer marked the bubble on the Adult Survey and “no” if the consumer did not mark the bubble.

On the Adult Survey, 80.8% of the consumers identified themselves as being “White / Caucasian.”

### Is your race White / Caucasian?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	325	19.2	19.2	19.2
	Yes	1368	80.8	80.8	100.0
	Total	1693	100.0	100.0	

On the Adult Survey, 1.7% of the consumers identified themselves as being “Black / African American.”

### Is your race Black / African American?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1664	98.3	98.3	98.3
	Yes	29	1.7	1.7	100.0
	Total	1693	100.0	100.0	

On the Adult Survey, 0.8% of the consumers identified themselves as being “Asian.”

**Is your race Asian?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1679	99.2	99.2	99.2
	Yes	14	.8	.8	100.0
	Total	1693	100.0	100.0	

On the Adult Survey, 8.4% of the consumers identified themselves as being “American Indian / Alaskan Native.”

**Is your race American Indian / Alaskan Native?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1551	91.6	91.6	91.6
	Yes	142	8.4	8.4	100.0
	Total	1693	100.0	100.0	

On the Adult Survey, 0.7% of the consumers identified themselves as being “Hawaiian / Other Pacific Islander.”

**Is your race Native Hawaiian / Other Pacific Islander?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1681	99.3	99.3	99.3
	Yes	12	.7	.7	100.0
	Total	1693	100.0	100.0	

On the Adult Survey, 4.8% of the consumers identified themselves as being of another race.

**Other Race?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1611	95.2	95.2	95.2
	Yes	82	4.8	4.8	100.0
	Total	1693	100.0	100.0	

On the Adult Survey, 2.1% of the consumers were not able to identify their race.

**Unknown Race?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1658	97.9	97.9	97.9
	Yes	35	2.1	2.1	100.0
	Total	1693	100.0	100.0	

## LANGUAGE OF SURVEY

On the Adult Survey, 98.9% of the consumers responded using the English version of the Adult Survey; 0.0% used the Chinese version; 0.0% used the Korean version; 1.1% used the Spanish version and 0.0% used the Tagalog version of the Adult Survey.

**Language of instrument**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	English	1674	98.9	98.9	98.9
	Spanish	19	1.1	1.1	100.0
	Total	1693	100.0	100.0	

## PREFERRED LANGUAGE

On the Adult Survey, 98.3% of the consumers responded that the services they received were provided in the language they preferred and 97.2% responded that written information was available in their preferred language. Additionally, 10.5% and 11.8% of the consumers did not respond to these items, respectively.

**Were the services you received provided in the language you prefer?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	26	1.5	1.7	1.7
	Yes	1489	88.0	98.3	100.0
	Total	1515	89.5	100.0	
No Response		178	10.5		
Total		1693	100.0		

**Was written information (e.g., brochures describing available services, your rights as a consumer, and mental health education materials) available to you in the language you prefer?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	42	2.5	2.8	2.8
	Yes	1452	85.8	97.2	100.0
	Total	1494	88.2	100.0	
No Response		199	11.8		
Total		1693	100.0		

## PRIMARY REASON INVOLVED WITH PROGRAM

For those who responded to the question – “What was the primary reason you became involved with this program?” – 48.7% reported that they decided to come in on their own, 44.6% reported that someone else recommended that they come in and 6.7% reported that they came in against their will. Additionally, 13.8% of the consumers did not respond to this item.

### What was the primary reason you became involved with this program?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	I decided to come in on my own	711	42.0	48.7	48.7
	Someone else recommended that I come in.	651	38.5	44.6	93.3
	I came in against my will.	98	5.8	6.7	100.0
	Total	1460	86.2	100.0	
No Response		233	13.8		
Total		1693	100.0		

## ASSISTANCE COMPLETING SURVEY

Consumers were permitted to identify all of the individuals who assisted them in completing the Adult Survey; therefore, more than one person may have provided assistance and, due to potential overlap, the numbers will not collectively add up to 100%. Each category was presented as a “yes/no” option: “yes” if the consumer marked the bubble on the Adult Survey and “no” if the consumer did not mark the bubble.

For the May 2005 survey period, 71.6% of the consumers responded that they did not need any help in completing the Adult Survey.

### I did not need any help.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	480	28.4	28.4	28.4
	Yes	1213	71.6	71.6	100.0
	Total	1693	100.0	100.0	

For the May 2005 survey period, 4.5% of the consumers responded that a mental health advocate / volunteer helped them complete the Adult Survey.

**A mental health advocate / volunteer helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1617	95.5	95.5	95.5
	Yes	76	4.5	4.5	100.0
	Total	1693	100.0	100.0	

For the May 2005 survey period, 3.5% of the consumers responded that another mental health consumer helped them complete the Adult Survey.

**Another mental health consumer helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1634	96.5	96.5	96.5
	Yes	59	3.5	3.5	100.0
	Total	1693	100.0	100.0	

For the May 2005 survey period, 4.4% of the consumers responded that a member of their family helped them complete the Adult Survey.

**A member of my family helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1618	95.6	95.6	95.6
	Yes	75	4.4	4.4	100.0
	Total	1693	100.0	100.0	

For the May 2005 survey period, 1.8% of the consumers responded that a professional interviewer helped them complete the Adult Survey.

**A professional interviewer helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1663	98.2	98.2	98.2
	Yes	30	1.8	1.8	100.0
	Total	1693	100.0	100.0	



For the May 2005 survey period, 4.2% of the consumers responded that a clinician / case manager helped them complete the Adult Survey.

**My clinician / case manager helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1622	95.8	95.8	95.8
	Yes	71	4.2	4.2	100.0
	Total	1693	100.0	100.0	

For the May 2005 survey period, 2.9% of the consumers responded that a staff member other than their clinician or case manager helped them complete the Adult Survey.

**A staff member other than my clinician or case manager helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1644	97.1	97.1	97.1
	Yes	49	2.9	2.9	100.0
	Total	1693	100.0	100.0	

For the May 2005 survey period, 3.2% of the consumers responded that someone else helped them complete the Adult Survey.

**Someone else helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1638	96.8	96.8	96.8
	Yes	55	3.2	3.2	100.0
	Total	1693	100.0	100.0	

**REASON WHY SURVEY NOT COMPLETED (if applicable)**

County staff were expected to complete a “Reason” item if a consumer who met the criteria for the target population did not complete an Adult Survey. Of the 2,200 consumers who were expected to complete an Adult Survey, 507 (23.0%) did not. Of these, 42.3% were reported to have Refused the survey, 9.5% were reported to have had an Impairment, 16.8% did not have a survey available in their Language and 31.4% were marked as having an “Other” reason for non-completion. Additionally, 2.6% of the Adult Surveys that were not completed did not have a “Reason” response.

**If the instrument is not completed, the PRIMARY reason must be indicated.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Refused	209	41.2	42.3	42.3
	Impairment	47	9.3	9.5	51.8
	Language	83	16.4	16.8	68.6
	Other	155	30.6	31.4	100.0
	Total	494	97.4	100.0	
No Response		13	2.6		
Total		507	100.0		

## **MHSIP Consumer Survey**

### ***Summary Report***

#### **About the MHSIP Consumer Survey**

The MHSIP is a 28-item consumer-completed survey designed to obtain participant perceptions of 1) access to services, 2) quality and appropriateness of services received, 3) consumer participation in treatment planning, 4) service outcomes and 5) general satisfaction. The MHSIP survey was developed through the collaborative efforts of the federally funded Mental Health Statistics Improvement Program ([www.mhsip.org](http://www.mhsip.org)), that included the direct assistance and feedback of consumers, their families, and mental health advocates. The MHSIP Consumer Survey is currently used in a most states across the United States.

It is important to remember that the ratings on the MHSIP survey represent a participant's perceptions. Some data exist to suggest that satisfaction with services, in and of itself, does not necessarily correlate with outcomes. However, the MHSIP provides a good source of information to ensure that consumers have the opportunity to shape and improve their services.

The following tables present REGIONAL data that were collected and aggregated from the MHSIP portion of the May 2005 Adult Survey. The MHSIP items are rated on a five-point scale, with "5" indicating the greatest satisfaction.

The items that comprise each of the MHSIP subscales (i.e., access to services, quality and appropriateness of services received, consumer participation in treatment planning, service outcomes and general satisfaction) were averaged and then grouped into the following categories: 1.0 - 1.5 = 'Dissatisfied', 1.5001 - 2.5 = 'Somewhat Dissatisfied', 2.5001 - 3.5 = 'Neutral', 3.5001 - 4.5 = 'Satisfied', and 4.5001 - 5 = 'Very Satisfied'. As a general guideline for interpretation, the national benchmark for satisfaction is an overall scale score above 3.5.

For the tables reflecting categorical groupings of MHSIP survey averages and MHSIP subscale averages, total frequencies may differ depending on how many items on each scale consumers completed. Averages were only calculated for those Adult Surveys where at least 2/3 of the items in the particular domain were completed (i.e., only 1/3 of the items could have no response). The results are shaded.

The average scores for each of the MHSIP subscales are reported below.

## PERCEPTION OF ACCESS TO SERVICES

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Access to Services” subscale, 35.1% reported that they were Very Satisfied, 45.7% reported they were Satisfied, 16.5% were Neutral, 2.2% were Somewhat Dissatisfied and 0.5% were Dissatisfied. Additionally, for 4.1% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

**Perception of Access to Services**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	8	.5	.5	.5
	Somewhat Dissatisfied	36	2.1	2.2	2.7
	Neutral	268	15.8	16.5	19.2
	Satisfied	742	43.8	45.7	64.9
	Very Satisfied	569	33.6	35.1	100.0
	Total	1623	95.9	100.0	
No Response		70	4.1		
Total		1693	100.0		

## PERCEPTION OF QUALITY & APPROPRIATENESS

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Quality and Appropriateness” subscale, 37.2% reported that they were Very Satisfied, 48.0% reported they were Satisfied, 13.6% were Neutral, 0.9% were Somewhat Dissatisfied and 0.3% were Dissatisfied. Additionally, for 5.3% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

**Perception of Quality & Appropriateness**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	5	.3	.3	.3
	Somewhat Dissatisfied	15	.9	.9	1.2
	Neutral	218	12.9	13.6	14.8
	Satisfied	770	45.5	48.0	62.8
	Very Satisfied	596	35.2	37.2	100.0
	Total	1604	94.7	100.0	
No Response		89	5.3		
Total		1693	100.0		

## PERCEPTION OF PARTICIPATION IN TREATMENT PLANNING

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Participation in Treatment Planning” subscale, 29.8% reported that they were Very Satisfied, 43.5% reported they were Satisfied, 22.4% were Neutral, 3.1% were Somewhat Dissatisfied and 1.3% were Dissatisfied. Additionally, for 8.0% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

**Perception of Participation in Treatment Planning**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	20	1.2	1.3	1.3
	Somewhat Dissatisfied	48	2.8	3.1	4.4
	Neutral	349	20.6	22.4	26.8
	Satisfied	677	40.0	43.5	70.2
	Very Satisfied	464	27.4	29.8	100.0
	Total	1558	92.0	100.0	
No Response		135	8.0		
Total		1693	100.0		

## OUTCOMES

For the consumers who completed at least 2/3 of the items that comprise the “Outcomes” subscale, 20.4% reported that they were Very Satisfied, 42.2% reported they were Satisfied, 30.2% were Neutral, 6.3% were Somewhat Dissatisfied and 0.8% were Dissatisfied. Additionally, for 9.4% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

**Outcomes**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	13	.8	.8	.8
	Somewhat Dissatisfied	97	5.7	6.3	7.2
	Neutral	464	27.4	30.2	37.4
	Satisfied	647	38.2	42.2	79.6
	Very Satisfied	313	18.5	20.4	100.0
	Total	1534	90.6	100.0	
No Response		159	9.4		
Total		1693	100.0		

## GENERAL SATISFACTION

For the consumers who completed at least 2/3 of the items that comprise the “General Satisfaction” subscale, 44.4% reported that they were Very Satisfied, 43.5% reported they were Satisfied, 9.7% were Neutral, 1.8% were Somewhat Dissatisfied and 0.7% were Dissatisfied. Additionally, for 2.8% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

**General Satisfaction**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	11	.6	.7	.7
	Somewhat Dissatisfied	29	1.7	1.8	2.4
	Neutral	160	9.5	9.7	12.2
	Satisfied	715	42.2	43.5	55.6
	Very Satisfied	730	43.1	44.4	100.0
	Total	1645	97.2	100.0	
No Response		48	2.8		
Total		1693	100.0		

## AVERAGE MHSIP SUBSCALE SCORES

Average scores were calculated for the surveys within which at least 2/3 of the items that comprise each of the subscales were completed. Overall, respondents indicated that they were “Satisfied” with Access to Services (indicated by a subscale score of 4.15; 1,623 responses), the Quality & Appropriateness of treatment (indicated by a subscale score of 4.19; 1,604 responses), Participation in Treatment Planning (indicated by a subscale score of 4.13; 1,558 responses), Outcomes (indicated by a subscale score of 3.77; 1,534 responses) and services generally (General Satisfaction; indicated by a subscale score of 4.28; 1,645 responses).

**Descriptive Statistics**

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Perception of Access to Services	1623	1.00	5.00	4.15	.73
Average: Perception of Quality & Appropriateness	1604	1.00	5.00	4.19	.65
Average: Perception of Treatment Planning	1558	1.00	5.00	4.13	.79
Average: Outcomes	1534	1.00	5.00	3.77	.81
General Satisfaction	1645	1.00	5.00	4.28	.73
Valid N (listwise)	1445				

## Quality of Life (QOL)

### Summary Report

#### About the QOL

The QOL is designed to measure quality of life from a consumer's self-reported perspective. The subscales measured include: general life satisfaction, living situation, daily activities and functioning, family and social relationships, finances, legal and safety, and health.

It is important to remember that the ratings on the QOL represent a consumer's perceptions. A variety of factors can affect a consumer's quality of life and many of these are out of the control of service providers. However, in our efforts to continually improve services, the QOL can be used as a source of information on issues that are important to consumers.

The following tables present REGIONAL data that were collected and aggregated from the QOL portion of the May 2005 Adult Survey. Most of the QOL items are rated on a seven-point scale, with "7" indicating the greatest satisfaction regarding quality of life. Some of the results reflect frequencies of ratings for particular QOL items while others reflect averages of the items that comprise each of the QOL subscales (i.e., general life satisfaction, living situation, daily activities and functioning, family and social relationships, finances, legal and safety, and health). Using the seven-point response options as a guide, the QOL subscale results can be interpreted using the following average score ranges: 1 – 2.5 = 'Very Dissatisfied', 2.5001 – 3.5 = 'Dissatisfied', 3.5001 – 4.5 = 'Mixed', 4.5001 – 5.5 = 'Satisfied' and 5.5001 – 7.0 = 'Very Satisfied'. As a general guideline, an overall scale score over 4.5 indicates that consumers were satisfied. For the tables reflecting the QOL subscale averages, total frequencies may differ depending on how many items on each scale consumers completed. Averages were only calculated for those Adult Surveys where at least 2/3 of the items in the particular domain were completed (i.e., only 1/3 of the items could have no response).

All QOL results are shaded.

## GENERAL LIFE SATISFACTION

For those who responded to the question – “How do you feel about your life in general?” – 6.8% were Delighted, 14.0% were Pleased, 24.2% were Mostly Satisfied, 34.7% were Mixed, 6.9% were Mostly Dissatisfied, 9.5% were Unhappy and 3.8% were Terrible. Additionally, 7.9% of the consumers did not respond to this item.

**QOL\_1. How do you feel about your life in general?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Terrible	60	3.5	3.8	3.8
	Unhappy	148	8.7	9.5	13.3
	Mostly Dissatisfied	108	6.4	6.9	20.3
	Mixed	542	32.0	34.7	55.0
	Mostly Satisfied	378	22.3	24.2	79.2
	Pleased	218	12.9	14.0	93.2
	Delighted	106	6.3	6.8	100.0
	Total	1560	92.1	100.0	
No Response		133	7.9		
Total		1693	100.0		

## LIVING SITUATION

For the consumers who completed at least 2/3 of the items that comprise the “Living Situation” subscale, an average score of 4.69 (1,574 responses) was calculated, indicating “Satisfied” feelings regarding living situation.

**Descriptive Statistics**

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Living Situation	1574	1.00	7.00	4.69	1.47
Valid N (listwise)	1574				

## DAILY ACTIVITIES & FUNCTIONING

For the consumers who completed at least 2/3 of the items that comprise the “Daily Activities & Functioning” subscale, an average score of 4.42 (1,564 responses) was calculated, indicating “Mixed” feelings regarding daily activities & functioning.

**Descriptive Statistics**

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Daily Activities & Functioning	1564	1.00	7.00	4.42	1.32
Valid N (listwise)	1564				



## FAMILY RELATIONS

For those who responded to the question – “In general, how often do you get together with a member of your family?” – 33.6% reported At Least Once a Day, 21.2% reported At Least Once a Week, 15.1% reported At Least Once a Month, 15.4% reported Less than Once a Month, 11.5% reported Not At All and 3.2% reported No Family / Not Applicable. Additionally, 10.3% of the consumers did not respond to this item.

**QOL\_4. In general, how often do you get together with a member of your family?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all	175	10.3	11.5	11.5
	Less than once a month	234	13.8	15.4	26.9
	At least once a month	229	13.5	15.1	42.0
	At least once a week	322	19.0	21.2	63.2
	At least once a day	511	30.2	33.6	96.8
	No family / Not applicable	48	2.8	3.2	100.0
	Total	1519	89.7	100.0	
No Response		174	10.3		
Total		1693	100.0		

### Average Quality of Life Indicator: Family Relations

For the consumers who completed at least 2/3 of the items that comprise the “Family Relations” subscale, an average score of 4.61 (1,498 responses) was calculated, indicating “Satisfied” feelings regarding family relations.

**Descriptive Statistics**

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Family Relations	1498	1.00	7.00	4.61	1.59
Valid N (listwise)	1498				

## SOCIAL RELATIONS

For those who responded to the question – “About how often do you visit with someone who does not live with you?” – 23.6% reported At Least Once a Day, 36.5% reported At Least Once a Week, 16.1% reported At Least Once a Month, 11.0% reported Less than Once a Month, 10.3% reported Not At All and 2.5% reported Not Applicable. Additionally, 9.0% of the consumers did not respond to this item.

### QOL\_6A. About how often do you visit with someone who does not live with you?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all	159	9.4	10.3	10.3
	Less than once a month	169	10.0	11.0	21.3
	At least once a month	248	14.6	16.1	37.4
	At least once a week	563	33.3	36.5	73.9
	At least once a day	364	21.5	23.6	97.5
	Not applicable	38	2.2	2.5	100.0
	Total	1541	91.0	100.0	
No Response		152	9.0		
Total		1693	100.0		

For those who responded to the question – “About how often do you spend time with someone you consider more than a friend, like a spouse, a boyfriend or a girlfriend?” – 29.1% reported At Least Once a Day, 15.5% reported At Least Once a Week, 7.5% reported At Least Once a Month, 6.9% reported Less than Once a Month, 26.2% reported Not At All and 14.8% reported Not Applicable. Additionally, 11.7% of the consumers did not respond to this item.

### QOL\_6B. About how often do you spend time with someone you consider more than a friend, like a spouse, a boyfriend or a girlfriend?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all	392	23.2	26.2	26.2
	Less than once a month	103	6.1	6.9	33.1
	At least once a month	112	6.6	7.5	40.6
	At least once a week	232	13.7	15.5	56.1
	At least once a day	435	25.7	29.1	85.2
	Not applicable	221	13.1	14.8	100.0
	Total	1495	88.3	100.0	
No Response		198	11.7		
Total		1693	100.0		

### Average Quality of Life Indicator: Social Relations

For the consumers who completed at least 2/3 of the items that comprise the “Social Relations” subscale, an average score of 4.52 (1,489 responses) was calculated, indicating “Satisfied” feelings regarding social relations.

#### Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Social Relations	1489	1.00	7.00	4.52	1.32
Valid N (listwise)	1489				

### FINANCES

On the Adult Survey, 78.1% of the consumers reported that they generally had enough money to cover food expenses. Additionally, 7.9% of the consumers did not respond to this item.

#### QOL\_8A. During the past month, did you generally have enough money to cover food?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	342	20.2	21.9	21.9
	Yes	1218	71.9	78.1	100.0
	Total	1560	92.1	100.0	
No Response		133	7.9		
Total		1693	100.0		

On the Adult Survey, 64.2% of the consumers reported that they generally had enough money to cover clothing expenses. Additionally, 8.3% of the consumers did not respond to this item.

#### QOL\_8B. During the past month, did you generally have enough money to cover clothing?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	556	32.8	35.8	35.8
	Yes	997	58.9	64.2	100.0
	Total	1553	91.7	100.0	
No Response		140	8.3		
Total		1693	100.0		

On the Adult Survey, 84.6% of the consumers reported that they generally had enough money to cover housing expenses. Additionally, 8.5% of the consumers did not respond to this item.

**QOL\_8C. During the past month, did you generally have enough money to cover housing?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	239	14.1	15.4	15.4
	Yes	1310	77.4	84.6	100.0
	Total	1549	91.5	100.0	
No Response		144	8.5		
Total		1693	100.0		

On the Adult Survey, 62.9% of the consumers reported that they generally had enough money to cover transportation expenses. Additionally, 9.0% of the consumers did not respond to this item.

**QOL\_8D. During the past month, did you generally have enough money to cover traveling around for things like shopping, medical appointments, or visiting friends and relatives?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	572	33.8	37.1	37.1
	Yes	968	57.2	62.9	100.0
	Total	1540	91.0	100.0	
No Response		153	9.0		
Total		1693	100.0		

On the Adult Survey, 42.7% of the consumers reported that they generally had enough money to cover social activity expenses. Additionally, 8.6% of the consumers did not respond to this item.

**QOL\_8E. During the past month, did you generally have enough money for social activities like movies or eating in restaurants?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	887	52.4	57.3	57.3
	Yes	661	39.0	42.7	100.0
	Total	1548	91.4	100.0	
No Response		145	8.6		
Total		1693	100.0		

## LEGAL & SAFETY

For the May 2005 survey period, 94.3% of the consumers reported that they were NOT a victim of any violent crimes in the month prior to completing the Adult Survey. Additionally, 7.7% of the consumers did not respond to this item.

**QOL\_9A. In the past month, were you the victim of any violent crimes such as assault, rape, mugging or robbery?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1473	87.0	94.3	94.3
	Yes	89	5.3	5.7	100.0
	Total	1562	92.3	100.0	
No Response		131	7.7		
Total		1693	100.0		

For the May 2005 survey period, 86.7% of the consumers reported that they were NOT a victim of any non-violent crimes in the month prior to completing the Adult Survey. Additionally, 8.9% of the consumers did not respond to this item.

**QOL\_9B. In the past month, were you the victim of any non-violent crimes such as burglary, theft of your property or money, or being cheated?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1337	79.0	86.7	86.7
	Yes	205	12.1	13.3	100.0
	Total	1542	91.1	100.0	
No Response		151	8.9		
Total		1693	100.0		

For the May 2005 survey period, 97.3% of the consumers reported that they had NOT been arrested for any crimes in the month prior to completing the Adult Survey. Additionally, 9.8% of the consumers did not respond to this item.

**QOL\_10. In the past month, how many times have you been arrested for any crimes?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No arrests	1486	87.8	97.3	97.3
	1 arrest	30	1.8	2.0	99.3
	2 arrests	4	.2	.3	99.5
	3 arrests	4	.2	.3	99.8
	4 or more arrests	3	.2	.2	100.0
	Total	1527	90.2	100.0	
No Response		166	9.8		
Total		1693	100.0		

### Average Quality of Life Indicator: Legal & Safety

For the consumers who completed at least 2/3 of the items that comprise the “Legal & Safety” subscale, an average score of 5.00 (1,555 responses) was calculated, indicating “Satisfied” feelings regarding legal & safety issues.

#### Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Legal & Safety	1555	1.00	7.00	5.00	1.30
Valid N (listwise)	1555				

### HEALTH

For the consumers who completed at least 2/3 of the items that comprise the “Health” subscale, an average score of 4.07 (1,563 responses) was calculated, indicating “Mixed” feelings regarding health status.

#### Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Health	1563	1.00	7.00	4.07	1.46
Valid N (listwise)	1563				